

Your Step-by-Step Guide to
our unrivalled level of support

TOTAL CARE

TOTAL CARE

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FOREWORD



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH II
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH
THE QUEEN MOTHER
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HIS ROYAL HIGHNESS THE PRINCE OF WALES
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY

JAGUAR CARS LIMITED 'Total Care' gives you all-round protection that is worthy of one of the world's finest marques. We want you to feel happy and assured that whether you are driving for business or pleasure – in the UK or around Europe – you are covered by an unrivalled range of services, 24 hours a day.

JAGUAR 'TOTAL CARE' MEANS COMPLETE PEACE OF MIND

The Jaguar 'Total Care' programme helps protect the investment you have made in your car. You can be confident that for years to come the style and performance of the marque is guaranteed.

LISTENING TO YOUR NEEDS

We did not decide which services should be in our 'Total Care' package, we listened to Jaguar and Daimler drivers and acted on their advice and guidance. From repairing bodywork to roadside repairs abroad – our unrivalled 'Total Care' programme has it covered.

A DEDICATED DEALER NETWORK

Across the UK authorised Jaguar Dealerships are staffed by the very best technicians. All Jaguar Service Departments and Approved Bodyshops use state-of-the-art equipment to provide fast, reliable repairs.

IMMEDIATE HELP

EMERGENCY ASSISTANCE

For immediate HELP in the UK:

Make a note of your exact location, the number of the phone you are using, the Jaguar model, the vehicle registration number and a description of the problem.

For further details of your full entitlements and benefits see page 4.

Dial **0800 246 844** and talk to the Jaguar Incident Manager. Remember to press the * symbol if dialling from your car phone.

Keep your Jaguar 'Total Care' Card with you for identification.

EUROPEAN EMERGENCY ASSISTANCE

For immediate HELP abroad:

Make a note of your exact location, the number of the phone you are using, the VIN and date of sale of the vehicle (indicated in the Service Record and Warranty booklet), the Jaguar model, the vehicle registration number, colour of vehicle and a description of the problem.

For further details of your full entitlements and benefits see page 6.

Dial the UK on **+44 181 686 1666** and speak to the Mondial representative.

Keep your Jaguar 'Total Care' Card with you for identification.

3 YEAR (60,000 MILES) VEHICLE WARRANTY AND ANTI-CORROSION/PAINT SURFACE WARRANTIES

If you require attention under the warranty arrangement:

Contact an authorised Jaguar Dealer.

For further details of your entitlements see pages 8 and 9.

Provide him with full information about the nature of your concern.

Present your Service Record and Warranty booklet together with your 'Total Care' Card for identification.

JAGUAR EMERGENCY ASSISTANCE

3 YEAR JAGUAR EMERGENCY ASSISTANCE

We have entered into a partnership with the RAC to bring you a 24 HOUR ROADSIDE ASSISTANCE SERVICE.



Total Incident Management is a motoring package, available every day of the year for Jaguar and Daimler owners. All it takes is a free phone call to 0800 246 844 and you will receive a professional service from our dedicated team of Jaguar Incident Managers.

Repairs and Recovery

Wherever possible repairs will be completed quickly at the roadside, so that you can continue on your journey without further delay. Where a simple solution is not possible, your vehicle will be taken to the nearest Jaguar Dealer for repair.

Assured Mobility

So that you can continue on your journey telephone the Jaguar Incident Management team again on 0800 246 844 quoting your vehicle registration number to arrange for an option most suited to your requirements:

- * **A replacement vehicle when needed** – An alternative executive class vehicle (Maximum Group E) will be provided for onward travel to your destination for up to three days. Loan vehicles will be strictly determined by availability. You will be required to provide a copy of your driving licence for verification and payment of a fuel deposit.

- * **Free onward travel** – Alternatively rail or taxi transport can be arranged for up to a maximum of £150 per person or £500 in total.
- * **Luxury hotel accommodation** – If overnight accommodation is preferred, we can book a minimum of a 3 Star hotel for driver and passengers. Again, up to a maximum of £150 per person or £500 in total.

Vehicle Re-Delivery

When repairs are complete, the vehicle will be delivered to the destination of your choice.

For this service, contact your Jaguar Incident Manager.

Accident Management

If your car is immobilised as a result of an incident, specialist help is available from our Accident Management Centre:

- * **Legal Pack and Helpline** – An advice pack will be despatched within 24 hours of a request. A special 24 hour helpline is available on 01454 209515.
- * **Personal Solicitor** – In cases of personal injury, you will be put in contact with a legal specialist within one hour of the incident during normal working hours and the next working day thereafter.
- * **Uninsured Loss Recovery** – The Accident Management Centre will pursue the recovery of any uninsured losses incurred. This covers personal income and loss of clothing.

JAGUAR EMERGENCY ASSISTANCE

Accident Management (continued)

- **Legal Representation** – If the incident does not involve drink or drug abuse, the Accident Management Centre can arrange representation in court for you, through a local, approved solicitor.
- **Vehicle Inspection Service** – This can be conducted at a preferential rate, by an RAC engineer or appointed agent – all with the minimum of inconvenience to you.
- **Repair Liaison** – To have your car back on the road as soon as possible, the Accident Management Centre can also liaise with both the insurers and the repairing dealer to resolve any disputes.

Peace Of Mind After A Break-In

'Total Care' protection also extends to vehicle theft and vandalism.

We can provide a legal pack, a replacement vehicle and conduct negotiations with insurers should any difficulties arise.

Additional RAC Personal Membership – up to 50% off

Personal membership is available for up to five members of the family, living at the same address.

To take advantage of this offer, please ring Jaguar Administration on 01454 209006.

Travelling Abroad

If you are planning a trip abroad, simply call 0345 333222 and the RAC can help with route planning, road traffic information, legal requirements, European roadworks, maps and guides on request.

JAGUAR EUROPEAN EMERGENCY ASSISTANCE

3 YEAR JAGUAR EUROPEAN EMERGENCY ASSISTANCE

When you go motoring in Europe, you will take all the 'Total Care' privileges with you. Mondial Assistance, who are Europe's leading assistance organisation, will be protecting you all the way, 24 hours a day.

Multi-Lingual Staff

No matter where you are in Europe, you will always be understood with 'Total Care' protection. Simply dial the UK on +44 181 686 1666 to be put in touch with one of our multi-lingual operators.

SOME SIMPLE DEFINITIONS

Covered Vehicle is a Jaguar for which the Jaguar European Emergency Assistance is valid (and which has been kept in a roadworthy condition and serviced in accordance with Jaguar's recommendations).

Beneficiary/Beneficiaries are all owners, users or passengers travelling in Europe in the Covered Vehicle at the moment assistance is required.

Europe means all European countries including those countries bordering the Mediterranean except Libya, Albania and the Lebanon.

Benefits as described in this booklet will only apply if the Jaguar European Emergency Assistance arranges the Roadside Recovery or Home Assistance.

YOUR ASSISTANCE BENEFITS IN EUROPE

Roadside Recovery

In the event of immobilisation the Jaguar European Emergency Assistance will organise and pay the costs of taking the Covered Vehicle to the nearest Jaguar Dealer capable of repairing the vehicle should roadside assistance prove unsuccessful.

Vehicle Recovery

In the event of vehicle immobilisation where the Covered Vehicle cannot be repaired within four working days the Jaguar European Emergency Assistance will repatriate the vehicle to the Jaguar Dealer nearest to the Beneficiary's home address or planned destination.

In other circumstances when the Covered Vehicle cannot be repaired the same day, the Jaguar European Emergency Assistance will supply a first class rail ticket or scheduled air ticket to permit the beneficiary or a person designated by him/her to collect the vehicle. If the Beneficiary requests it the Jaguar European Emergency Assistance will arrange for the vehicle to be returned. The maximum payable for the vehicle's return is equivalent to that of a first class rail or scheduled air ticket.

Car Hire

If despite Roadside or Home Assistance the vehicle cannot be repaired the same day the Jaguar European Emergency Assistance will contribute towards the cost of a temporary replacement vehicle up to the equivalent cost of a four day hire of an executive class vehicle during the time the Covered Vehicle remains immobilised. The Beneficiary must satisfy the requirements of the vehicle hiring company (age, valid and clean licence, fuel deposit, credit card details).

JAGUAR EUROPEAN EMERGENCY ASSISTANCE

Get You Home/Hotel Accommodation

Should the Covered vehicle not be repaired the same day the Jaguar European Emergency Assistance will organise and pay the following:

- a) First class rail transport or scheduled air transport to enable the Beneficiaries to return to their homes in the United Kingdom or to continue their original journey.
- b) A contribution towards hotel accommodation, up to the equivalent of a four star hotel, for up to seven nights from the first day of immobilisation. This only applies if the Beneficiaries have to prolong their stay because of such immobilisation.

Parts Delivery

In the event that the Jaguar European Emergency Assistance has taken the Covered Vehicle to a dealer for repairs and parts essential to the running of the vehicle are not available locally, the Jaguar European Emergency Assistance will organise and pay for the despatch of such parts to the repairing dealer.

European Customs Duty

If following immobilisation of the Covered Vehicle abroad it is found that the vehicle is uneconomical to repair, the Jaguar European emergency Assistance will pay any customs duty incurred as a result of the Covered Vehicle being abandoned.

Additional Car Hire

If the Covered Vehicle is not returned to the United Kingdom following immobilisation on the date indicated by the Jaguar European Emergency Assistance, a temporary replacement vehicle up to the equivalent of a two day hire of an executive class vehicle will be organised and paid for by the Jaguar European Emergency Assistance.

VEHICLE WARRANTY

3 YEAR (60,000 MILES) VEHICLE WARRANTY

At Jaguar, the confidence we have in our meticulous engineering is complete. This is why our full three year, 60,000 miles, manufacturer's warranty is one of the most comprehensive available.

If you require attention under the warranty arrangement contact an authorised Jaguar Dealer.

Mechanical and Electrical Protection

Both the Jaguar and Daimler marques encompass the finest manufacturing traditions combined with state-of-the-art design technology. In the unlikely event of your vehicle requiring a repair as a result of a manufacturing defect, the repair and the replacement of any parts will be undertaken by approved Jaguar Dealers completely free of charge. Repairs will be carried out by Jaguar trained technicians using only Jaguar approved parts and repair techniques.

The Duration Of This Exclusive Cover

Our vehicle warranty cover is for three years or 60,000 miles – whichever is the sooner – whilst service items such as drive belts, light bulbs, spark plugs and brake pads are covered for one year or 10,000 miles. However, if your Jaguar or Daimler develops a problem outside the normal warranty period, which you feel should be brought to our attention, do contact your Jaguar Dealer. We will carefully consider your claim under the 'Total Care' programme, as long as it is not due to normal wear and tear or lack of maintenance.

Warranty Extensions For An Even Better Service

There are three optional warranty extensions available for all Jaguar and Daimler drivers. These have been designed to show our commitment to continuous product improvements and they complement our three year (60,000 miles) Jaguar warranty.

1. A mileage 'top-up' extending the new vehicle warranty from three years (60,000 miles) to three years (100,000 miles).
2. A fourth year (100,000 miles) extension.
3. A fourth and fifth year (100,000 miles) extension.

When They Commence And Expire

The extensions commence as soon as the vehicle is three years old or has exceeded 60,000 miles, depending upon the option selected. They expire once the vehicle has travelled 100,000 miles or at its third, fourth or fifth anniversary from the date the vehicle was handed over to the first owner; whichever is the sooner, again depending upon the option selected. The precise period of cover will be shown on the insurance confirmation.

How To Extend Your Warranty

Your Jaguar Dealer will be able to supply you with further details of the option most suited to your individual needs, and forward your application to Jaguar.

Change of Ownership

Refer to page 13 of this booklet for further information.

IMPORTANT
IF YOU HAVE RECENTLY ACQUIRED
A USED JAGUAR OR DAIMLER MOTOR CAR,
OR IF YOUR REGISTERED ADDRESS HAS CHANGED,
PLEASE FILL IN THE DETAILS BELOW.

THEN RETURN THIS CARD TO
JAGUAR CARS LIMITED
AT THE ADDRESS OVERLEAF.

CHANGES REQUIRED (PLEASE COMPLETE THIS SECTION IN BLOCK CAPITALS):

NAME: _____

ADDRESS: _____

POSTCODE: _____

NEW VEHICLE PURCHASE DATE: _____

MODEL: _____

VEHICLE REGISTRATION No: _____

VIN/CHASSIS No: _____

PLEASE MOISTEN, FOLD AND SEAL ROUND EDGE OF FORM BEFORE POSTING

JAGUAR CARS LIMITED
B/1/027
WARRANTY DEPARTMENT
BROWNS LANE
ATTESTY
COVENTRY
CV5 9DR

BUSINESS REPLY SERVICE
Licence No. CL3408

CHANGE OF OWNERSHIP OR ADDRESS CARD



ANTI-CORROSION/PAINT SURFACE WARRANTIES

6 YEAR ANTI-CORROSION/3 YEAR PAINT SURFACE WARRANTIES

Should the paint surface of the vehicle body require attention due to a defect in material or application, any necessary repairs will be undertaken by a Jaguar Dealer completely free of charge. The paint surface warranty is valid for three years, unlimited mileage.

If any part of the bodywork of the vehicle becomes perforated by corrosion (ie a hole that penetrates the bodywork), the panel(s) affected will be repaired or replaced by any authorised Jaguar Dealer, free of charge. The anti-corrosion warranty is valid for six years, unlimited mileage.

Repairs will be carried out by a Jaguar Approved Bodyshop using only Jaguar approved parts, materials and repair techniques.

TERMS AND CONDITIONS

Total Care is an on-going commitment from Jaguar to its customers. Our all-round protection is designed to give you complete peace of mind. The full terms and conditions of our services are set out below.

Three Year Jaguar Emergency Assistance

Under the Jaguar Total Incident Management Scheme you are bound by the standard terms and conditions of RAC membership. You can obtain a copy of these from any RAC sales point or by telephoning the Jaguar Administration number on 01454 209006.

Three Year Jaguar European Emergency Assistance

The Jaguar European Emergency Assistance provides a wide range of benefits but cannot assist or reimburse Beneficiaries in the event of claims arising directly as a result of any of the following:

- The Beneficiary or any other third party organising any of the services detailed in this booklet without first having authorisation from the Jaguar European Emergency Assistance and a file number.
- a) Damage to or loss of any property or any loss or expenses whatsoever arising therefrom.
OR
b. Any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
 - i) ionising radiations or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel

ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

- Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Motor racing, rallies, speed or duration tests or practice thereof.
- Damage or injury intentionally caused by the Beneficiary or resulting from his/her participation in a criminal act or offence.
- Loss, damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- The Covered Vehicle being kept in an unroadworthy condition or not being serviced in accordance with the Manufacturer's recommendations.
- Any costs that would have been payable normally by the Beneficiary such as petrol or toll charges.

TERMS AND CONDITIONS

Three Year (60,000 Miles) Vehicle Warranty

No responsibility will be accepted by Jaguar Cars Limited where repair or replacement is required as a direct result of:

- The vehicle not having been maintained in accordance with Jaguar recommendations, using specified Jaguar parts.
- The vehicle having been damaged by neglect, accident, improper use or having been used for competition purposes.
- The vehicle having been altered from Jaguar's original specification.

Items which are subject to adjustment or replacement during normal service or maintenance operations are not covered, unless the adjustment or replacement is required as a direct result of a material or manufacturing defect. Such items include the following:

- Replacement/'top-up' of consumables, including oils, anti-freeze, refrigerant and filters.
- Wiper blades.
- Drive belt replacement and adjustment.
- Brake pad replacement/Handbrake adjustment.
- Wheel alignment and/or balancing.
- Headlamp adjustment.
- Engine set up.
- Glass replacement due to impact damage or scratching.

- Tyres, replacement due to wear.
- Alignment of hinged body panels, glass, suspension and exhaust system.

Six Year Anti-Corrosion Warranty/ Three Year Paint Surface Warranty

These warranties do not cover the following:

- Failure to maintain paint and bodywork by regular cleaning in accordance with Jaguar's recommendations.
- Factors that are beyond the control of Jaguar Cars, such as, natural hazards (salt, industrial fall-out, storm damage, acid rain) and other damage (including stone chips, scratches and use of unsuitable cleaning agents).
- Deterioration resulting from failure to report and have rectified immediately any defect or condition covered by these warranties.
- Accident repairs using non-Jaguar materials and/or methods of repair.
- Alterations to the vehicle from Jaguar's original specification.

In order to obtain the benefits of the six year corrosion (perforation) warranty the vehicle must be inspected annually by an authorised Jaguar Dealer, as specified by Jaguar Cars Limited. Any deterioration or damage identified during the course of the inspection, that is excluded from the warranty, must be rectified at the owner's expense.

TERMS AND CONDITIONS

Optional Warranty Extensions

As part of the Jaguar 'Total Care' service, you can extend your warranty cover provided the vehicle is being serviced and maintained in accordance with Jaguar Cars' recommendations and by an authorised Jaguar Dealer.

Owner's Responsibilities

No responsibility will be accepted where the repair or replacement is required as a direct result of:

- The vehicle having been damaged by accident, fire, improper use or having been used for competition purposes.
- The vehicle having been modified or altered from Jaguar's original specification.
- The use of non-Jaguar approved parts.
- Normal wear and tear.

The warranty extension does not cover any consequential loss or damage. Items which are subject to adjustment or replacement during normal service or maintenance operations are not covered, unless the adjustment or replacement is required as a direct result of a material or manufacturing defect. Such items include the following:

- Replacement/'top-up' of consumables, including oils, anti-freeze, refrigerant and filters.
- Wiper blades.
- Drive belt replacement and adjustment.
- Brake pad replacement/Handbrake adjustment.

- Wheel alignment and/or balancing.
- Headlamp adjustment.
- Engine set up.
- Alignment of hinged body panels, glass, suspension and exhaust system.
- Glass replacement due to impact damage or scratching.
- Tyres replacement due to wear.

When In Need of Repair

Should a fault occur which is covered by the warranty extension, simply take your vehicle to your nearest authorised Jaguar Dealer. The dealer will carry out the repairs and process the claim on your behalf.

What Happens When There is a Change of Ownership

The warranty extension benefits will continue to apply regardless of any change of ownership. Simply ask the new owner to notify Jaguar Cars Limited of the change of ownership using the transfer form supplied with the confirmation of cover.

Warranty extensions are underwritten by Northern Star Insurance Company and administered on behalf of Jaguar Cars Limited by RAC mechanical Insurance.

CHANGE OF OWNERSHIP

CHANGE OF OWNERSHIP OR ADDRESS

The following warranty benefits will continue to apply, regardless of any change of ownership:

- Three Year Vehicle Warranty.
- Six Year Anti-Corrosion Warranty.
- Three Year Paint Surface Warranty.
- Three Year Jaguar Emergency Assistance.
- Three Year Jaguar European Emergency Assistance.
- Optional Warranties.

If you are a new owner of a used car, or if your registered address has changed, please complete and return the change of ownership or address form supplied with this booklet. Your personal 'Total Care' Card will immediately be forwarded to you.

Terms and conditions of our Total Care[®] service are detailed on pages 10 to 12 of this booklet.

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